

Department of Information Services
CUSTOMER ADVISORY BOARD
September 24, 2001
Meeting Minutes

Attending:

Thomas Bynum, Chair, Employment Security Department
Gary Schricker, Vice-Chair, Department of Health
Jim Albert, Office of the Attorney General
Brian Backus, Office of the Administrator for the Courts
Jim Eby, Department of Fish and Wildlife
Brian Ferris, Thurston County
Sue Fleener, Department of Licensing
Phil Grigg, Department of General Administration
Kim Keifert, Department of Labor and Industries
Lowell Kenney, Department of Transportation
Marla Kentfield, Office of the State Treasurer
Walt Lux, Department of Retirement Systems
Sarah Marlowe, Department of Revenue
Shannon Marshall, Department of Retirement Systems
Gerry McDougall, Department of Licensing
Bob Monn, Department of Ecology
Cathy Munson, Legislative Service Center
Tom Neitzel, Health Care Authority
Bill O'Brien, Department of Transportation
Herb Potter, City of Olympia
Rex Richardson, Department of Agriculture
Curt Secker, Department of Transportation
Ron Seymour, Department of Financial Institutions
Arlene Smith, Department of Labor and Industries
Jane Smith, Department of Ecology
Susie Smith, Office of the State Auditor
Doug Tanabe, Department of Personnel
Shelagh Taylor, Department of Labor and Industries
Larry Weber, Department of Printing

DIS Staff:

Lourdes Collins, Management & Oversight of Strategic Technologies
Stan Ditterline, Management & Oversight of Strategic Technologies
Gail Douglas, Management Services Division
Mary Lou Griffith, Management & Oversight of Strategic Technologies
Andy Hix, Management & Oversight of Strategic Technologies
David Koch, Management & Oversight of Strategic Technologies
Andy Marcelia, Management & Oversight of Strategic Technologies
Mike McVicker, Telecommunications Services Division
Laura Parma, Interactive Technologies
Tom Parma, Management & Oversight of Strategic Technologies
Paul Piper, Management & Oversight of Strategic Technologies

Welcome and Introductions:

Thomas Bynum, Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

Subcommittee Reports:

Human Resources – Doug Tanabe, Department of Personnel (DOP) reported on the letter that was sent out by Bob Hahn, DOP, regarding Costing Out Proposal for *Business Analyst* Assignment Pay. Mr. Hahn wants a response of the estimated impact from agencies' Human Resources offices as soon as possible. Mr. Tanabe will distribute the letter via the CAB listserv after today's meeting.

Infrastructure – Phil Grigg reported that the Windows 2000 Server is almost complete. The Forest Applications Development Group has met a few times and will continue to do so in the near future. The next CAB infrastructure meeting is set for October 10.

Mike McVicker, Department of Information Services (DIS), added that due to the recent Code Red Worm and Nimda viruses, there is a need for a way to keep agencies informed and get 'fixes' out to them. A draft charter document that establishes a statewide incident response team will be provided to the CAB infrastructure subcommittee to decide how to proceed.

State/Local Government – Brian Ferris of Thurston County reported that the next ACCIS meeting will take place on October 1st at 9:00. A general ACCIS meeting will be held in Silverdale on October 18 & 19. This will include a preliminary meeting with a mini Digital Academy. He encouraged people to call Dan Parsons with questions.

State Procurement Contract – Steve Demel, Department of General Administration (GA) reported that there was a very large response regarding the procurement for Information Technology Optional Use Contracts. Sixty percent of the vendors that applied have been pre-qualified and will be notified later in the week. Current contract information with a list of the new companies will be on GA's website at <http://www.ga.wa.gov/purchase/> by October 1st. The pre-qualified pool will also be available for second tier use by October 1st. Agencies will have the opportunity to receive training on the management and use of these contracts in October.

Digital Government Plan Release 3 Update – Gary Robinson, DIS, reported that NASCIO has recognized the prior Digital Government Plan for an award. The current plan is still being written and is expected to be released in late fall.

Mr. Robinson also stated that DIS presented the agency's performance agreement with the Governor's Office at the IPMA meeting. A summary of initiatives and the contact person at DIS for each project is listed at the DIS website. Mr. Robinson has also been meeting with cabinet members to hear from them directly about how DIS can be supportive of their technology initiatives. Gilmore Research will be conducting a survey of customers in late October.

Mr. Robinson also addressed the issue of recruitment of a DIS Director. A recruitment announcement was posted last week and a decision should be made by November.

Digital Academy – Glen Tapanila for Dave Kirk, DIS, said the Academy E-licensing class is now wrapping up. Several agencies, including local government entities and participants from the State of Oregon and the vendor community contributed to the success of the class. A course on Content Management will take place in February-March of 2002. A mini Academy will take place on October 18 & 19 for the ACCIS group in Silverdale.

Shana issues – Mr. Tapanila explained the ongoing Shana Corporation issues surrounding e-forms software and browser compatibility. Issues with Internet Explorer and Netscape appear to be resolved. Shana is working on a solution for older Hewlett Packard and Lexmark printer drivers that won't print borders and shading. The software needs to be tested on Macintosh (MAC) computers, but there are a limited number of MACs available. Mr. Tapanila encouraged all MAC users to contact him so that testing may be conducted on those machines.

Microsoft Enterprise/Select License Panel – Mike McVicker, DIS, stated that several agencies came to discuss how they leveraged their licenses. Scott Smith, DIS, introduced the following individuals who explained which agreements their agency chose and why:

Kim Keifert, Department of Labor and Industries, stated that they are an Enterprise agreement customer with 3,000 seats. They were using concurrent licensing and decided, after researching costs, that the Enterprise Agreement was the cheapest solution, saving approximately \$900,000.

Dan Lipp, Board of Industrial Insurance Appeals, said that their agency chose the Select agreement for their 221 PC system seats and 14 Windows 2000 server licenses due to the fact that it saved approximately 1/3.

Marshall Garcia, Department of Licensing, stated that they chose the Enterprise agreement for their 1,600 seats because it gave DOL more control over licensing.

Jane Smith, Department of Ecology, stated that they would have preferred the Enterprise agreement but chose the Select agreement due to budget constraints. They currently hold 1,600 licenses and have upgraded several machines. Tracking the software licenses has proved very challenging and they are hoping to move to an Enterprise agreement to make tracking easier.

Lowell Kenney, Department of Transportation, said that due to the fact that they have 4,900 seats in six different regions, all with separate budgets, it was necessary for them to choose the Enterprise agreement. This agreement has made the tracking of licenses much easier.

Mr. Smith stated that the contract holder is DIS and they then sign affiliates. Several customers are now getting current. He encouraged people to send questions to him by email at ss@dis.wa.gov

Mike McVicker stated that several talks with Microsoft have taken place in the past six months. Progress has been made in several areas and DIS will continue to work with Microsoft on licensing issues.

TAAG Update – Mike McVicker stated that the Information Services Board (ISB) passed security standards in December of 2000, while the security policy was passed on October 6, 2000. TAAG is currently working on a domain naming standard and Mr. McVicker received the final draft today (with service language removed). He will be distributing it to the TAAG members in the next few days. An encryption subcommittee has been formed, but it is not clear whether they will be recommending the adoption of a standard or guideline. It will be a few months before any decisions are made.

Technology & Digital Government Pool Update – Stan Ditterline, DIS, said that there has been one meeting with the Office of Financial Management and another one is scheduled for tomorrow. They are on target for the end of the month and are trying to maximize the usage of both pools.

Security Verification Letter Update – At the last meeting, Mary Lou Griffith, DIS, gave an update on verification letters required by the new security policy adopted by the ISB in October 2000. There were several questions asked, and in response a list of frequently asked questions was posted to the portfolio page <http://www.wa.gov/dis/portfolio/>. The letters are being requested to motivate the agencies to establish their security programs. The verification letter signed by the agency head must be submitted to the ISB Chief of Staff by October 6, 2001.

New Business

Tom Neitzel, Health Care Authority, is having problems with AT&T support and service. He commented that DIS is doing a great job of dealing with the problem.

Meeting adjourned at 3:00 p.m.